



## Interim Chief Executive Officer

Lee May

### Board of Commissioners

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District 5  
Lee May

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Stan Watson

August 12, 2014

Dear DeKalb County Citizen:

It has been an honor to serve as your Interim CEO for DeKalb County for the past year. From the very start, I have instructed every DeKalb County employee to improve service delivery to our customers while making the neighborhoods and commercial areas more desirable in ways that are efficient, effective and innovative.

DeKalb County's three-month Sanitation Pilot officially ended July 31, 2014. Homes in the pilot will continue to receive service where garbage, curbside recycling and yard trimmings (another material we recycle) will be collected on the same day until a decision is made on how service will be provided in the future.

For pilot participants that live within the cities of **Brookhaven, Chamblee, Dunwoody and Lithonia**, this decision will be made by those local government bodies. For those in unincorporated DeKalb, a decision will be made by the DeKalb Board of Commissioners.

The purpose of the Sanitation Pilot was to find ways to provide the same high quality service our customers expect and deserve while finding ways to improve efficiencies through automation; increase the safety of our employees through technology and modifying practices; and to improve the look and feel of neighborhoods with the use of standardized containers.

As part of the decision making process, it is critical that we hear what our customers think about the Sanitation Pilot. To achieve this, you may share your thoughts in the following ways:

1. You may use the link on our website to take the Pilot Customer Survey. Simply go to [yourdekalb.com](http://yourdekalb.com) and look for the link for the Sanitation Pilot;
2. You may email your thoughts to us at [sanitationpilot@dekalbcountyga.gov](mailto:sanitationpilot@dekalbcountyga.gov); or
3. You may take the Sanitation Pilot Customer Survey through the DeKalb Sanitation Customer Service Center by calling 404.294.2900 Monday through Friday from 7a.m. to 6:30 p.m.

To verify our results, we have also commissioned a telephone customer survey, which is being administered to Pilot participants from Kennesaw State University.

If you have additional questions about the Sanitation Pilot, please call our Sanitation Customer Hotline at 404.294.2900 Monday through Friday between 7a.m. and 6:30pm. or visit [yourdekalb.com](http://yourdekalb.com) and look for the Sanitation Pilot.

As always, thanks for your time, and I'm looking forward to hearing your feedback.

Sincerely,

Lee May  
Interim CEO, DeKalb County Government